

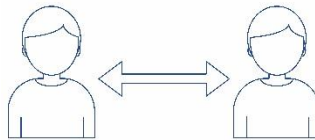
COVID-19 Best Practices:

Safely Serving Missouri WIC Participants in Clinics

This document contains best practice suggestions for WIC local agencies (LAs) to implement in order to safely provide services to WIC participants in the clinic. Protecting staff and participants from contracting COVID-19 is a high priority. Please direct any questions about the guidance to technical assistance (TA) staff.

CDC encourages reopening with the following safe behavioral practices:

- Follow social distancing practices (specifically, staying 6 feet away from others when you must go into a shared space).



- Frequently wash hands or use alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.
- Wear cloth face coverings.
- Avoid touching eyes, nose, and mouth.
- Stay home when sick.
- Clean and disinfect frequently touched objects and surfaces.



Best Practice Suggestions from



- Request that only the parent and child(ren) who need to be present attend the WIC appointment.
- Limit the amount of time the family is in the office by gathering as much certification information as possible over the phone.
- Post signs with a contact phone number in parking areas and entrances, asking that the participant phone from their car to check in when they arrive. Invite the participant to wait in the car until LA staff are ready to serve them. Complete portions of the appointment by phone with participant(s) in car such as: updating demographics, nutrition assessment, food prescription, explaining eWIC redemption, providing nutrition education, or offering wichealth.org lessons.

Allowable WIC Costs

The WIC State Agency will purchase washable cloth face coverings for participants and local agency staff. COVID-19 related items used in the clinic such as face coverings, hand sanitizer, and sneeze guards are allowable WIC costs. Send requests for approval to your TA staff prior to purchase.

- Plan time between appointments for cleaning and disinfecting of all the surfaces the participants may have come into contact with, including anthropometric equipment and signature pads. Refer to [CDC guidance](#) for cleaning and disinfecting your facility.
 - Surfaces frequently touched by multiple people, such as door handles, desks, phones, light switches, and faucets, should be cleaned and disinfected at least daily. More frequent cleaning and disinfection may be required based on level of use. For example, certain surfaces and objects in public spaces, such as card reader writers, should be cleaned and disinfected before each use.
 - Disinfect card reader/writers by following the [General Guidelines for Disinfecting a CyberJack](#) provided by the manufacturer.
- Create distance between staff and participants in the clinic when possible.
 - Arrange reception or other communal seating area chairs by turning, draping (covering chair with tape or fabric so seats cannot be used), spacing, or removing chairs to maintain social distancing.
 - Place a small table between staff and participants.
 - Place signage on the floor or walls to indicate a distance of 6 feet apart.
 - Use sneeze guards between staff and participants. See example [here](#).
- Stagger staff with some working in the office and some working remotely if staffing levels prevent social distancing.
- Implement health screening procedures before staff and participants are allowed into the clinic.
- Recommend that staff and participants over two (2) years of age wear face coverings in the clinic.
- Place hand sanitizer with at least 60% alcohol at strategic locations in the clinic for staff and participants to use.
- Consider what items can be removed completely, such as toys, brochures, and reading materials, to reduce frequent handling or contact from multiple people.
- Offer clinic signage in language that is easily understood and meets area population needs.
- Obtain anthropometric measurements and hemoglobin in the safest way possible.
 - Use referral data for height, weight, and hemoglobin when available. Refer to policy 2.02800 and 8.1.070.
 - Use personal protective equipment (PPE), including gloves and face mask.



Cloth Face Coverings

Cloth face coverings are not considered PPE. They may prevent persons, including those who don't know they have the virus, from spreading it to others but may not protect the wearers from exposure to the virus that causes COVID-19.

- Request that participants over two (2) years of age wear a face covering when obtaining anthropometric measurements and hemoglobin.
- Staff and participant should practice frequent handwashing.
- Clean and disinfect surfaces before and after each participant contact.
- Use eye covering, goggles, face shields, and gowns only if recommended by the local agency.
- Practice correct [donning and doffing procedures](#) when using PPE.
- Utilize video conferencing with applications like [doxy.me](#) and [Zoom](#) as applicable.
- Offer breastfeeding assistance by phone or teleconferencing when possible.
- Offer breastfeeding assessment in the office when necessary with special attention given to screening, masking, and hygiene.
- Offer multi-user breast pumps as needed. Use the protocols in the disaster plan to rent and return the multi-user pump. Talk with prenatal women about the possibility of getting a single user pump from their insurer.



COVID-19 Related Resources for WIC Clinics

- COVID-19 Information for WIC Families: Frequently Asked Questions about temporary WIC program operation changes
<https://health.mo.gov/living/families/wic/families/covid-19.php>
- Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- Show Me Strong Recovery Plan: General guidelines for reopening Missouri's economy <https://showmestrong.mo.gov/>
- CDC Reopening Guidance: Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools and Homes
<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- CDC Facility Disinfecting Guidance: Cleaning and Disinfecting Your Facility
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- CDC simple posters, some in other languages, free for download available at <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>
- OSHA: Guidance and resources for preventing exposures to coronavirus
<https://www.osha.gov/SLTC/covid-19/>
- NWA: National WIC Association COVID 19 Resources from FNS/USDA
<https://www.nwica.org/covid-19-resources>
- USBC: Breastfeeding Committee Resources including COVID-19 Interim Guidance for Infant and Young Child Feeding in Emergencies
<http://www.usbreastfeeding.org/p/cm/ld/fid=33>